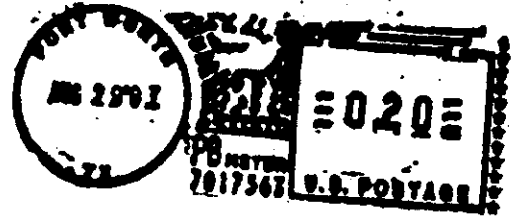


American Airlines
P. O. Box 619613
MD 1322 - HDQ
DFW Airport, TX 75261-9613



Minhtho Khuc
7813 Marthas Lane
Falls Church, VA 22043

TBIJEE
97/08-02584

Received SEP 03 1997



Thank you for returning your Statement of Property Loss. With the added information we will be able to intensify our search for your missing belongings. Once we complete our search, you will hear from us regarding your claim through the mail within 4 to 6 weeks.

We are sorry this incident occurred and will make every effort to rectify it quickly.

American Airlines
Central Baggage Service



A Advantage No. _____

BMAS File No. _____

Travel Date August 2, 1997

AMERICAN AIRLINES

STATEMENT OF PROPERTY LOSS

PROMPT COMPLETION AND RETURN OF THIS FORM IS ESSENTIAL TO THE SUCCESSFUL TRACING AND/OR RESOLUTION OF ANY CLAIM. FAILURE TO SUBMIT THIS FORM WITHIN **30 DAYS** FROM THE DATE OF LOSS COULD PRECLUDE CONSIDERATION OF THE CLAIM.

IF MORE THAN ONE PIECE OF BAGGAGE IS MISSING, A SEPARATE LIST OF CONTENTS AND A DESCRIPTION OF EACH BAG IS REQUIRED.

PLEASE TYPE OR PRINT LEGIBLY AND RETAIN A COPY OF ALL DOCUMENTS FOR YOUR RECORDS.

LAST NAME	MR. MS. MS.	Khuc	FIRST NAME	Minh Tho	INITIALS	
PERMANENT ADDRESS	7813 Marthas Lane	Falls Church	VA	22043	USA	
NUMBER	STREET	APT. NO.	CITY	STATE	ZIP	COUNTRY

RESIDENCE TELEPHONE	() (703) 560-0058	BUSINESS TELEPHONE	() (703) 358-5154
AREA CODE	NUMBER	AREA CODE	NUMBER
OCCUPATION	Records Assistant	SOCIAL SECURITY NUMBER	

NUMBER OF TICKETED PASSENGERS CLAIMING MISSING PROPERTY	
AIRLINE TICKET NUMBER(S)	4975
BAGGAGE CLAIM CHECK NUMBER(S)	234741
FOR EACH TICKETED PASSENGER MAKING A CLAIM	

YOUR COMPLETE ITINERARY

FROM (CITY)	TO (CITY)	AIRLINE	FLIGHT NO.	DATE OF TRAVEL
Washington Dulles	New York JFK	American	4875	July 5, 1997
New York JFK	Hong Kong	Cathay Pacific	889	July 5, 1997
Hong Kong	Ho Chi Minh City	Cathay Pacific	767	July 7, 1997
Ho Chi Minh City	Hong Kong	Cathay Pacific	888	August 2, 1997

NUMBER OF PIECES CHECKED 2 NUMBER MISSING 0 BAGS LAST SEEN AT DCA CITY DCA WHEN DATE

NUMBER OF BAGS RECEIVED WITH PROPERTY MISSING none, one bag rifled, see #1, attached explanation

WAS AIRLINE NOTIFIED OF LOSS IMMEDIATELY? YES X NO IF YES, AT WHAT OFFICE? New York, JFK

DATE AND TIME August 5, 1997 @ 11PM IN PERSON OR BY TELEPHONE in person at AA counter at JFK

WAS LOSS REPORTED TO ANY OTHER AIRLINE? YES X NO IF YES, TO WHICH AIRLINE? American Airlines DCA (Baggage Claim Office)

IF LOSS WAS NOT REPORTED IMMEDIATELY, EXPLAIN REASON FOR DELAY

WAS EXCESS VALUATION PURCHASED AT TIME OF CHECK IN? YES X NO (IF YES INCLUDE COPY OF RECEIPT)XX

HAVE YOU OR A MEMBER OF YOUR HOUSEHOLD EVER HAD ANY MISSING PROPERTY OR OTHER BAGGAGE RELATED CLAIMS? YES X NO

IF YES, PLEASE PROVIDE AIRLINE NAME(S) AND DATE(S) OF EACH OCCURRENCE

BAG DESCRIPTION

DESCRIPTIVE ELEMENTS

TYPE	COLOR	BRAND NAME	COMBO LOCK		OUTSIDE POCKETS		CLOSURE STRAPS		WHEELS		DOES BAG OPEN/CLOSE WITH A ZIPPER	
See Chart	See Chart		YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
25	Black		X						X		X	

DOES YOUR BAG HAVE ANY OUTSIDE I.D. TAGS, STICKERS, OR OTHER MARKINGS YES ^X NO

IF SO PLEASE PROVIDE DETAILS ID Tags Cathay Pacific and AA Sticker Minh Tho Khuc 7813 Marthas
Lane, Falls Church, VA 22043 Tel: (703) 560-0058 and Fax: (703) 204-0394 and
markings with a light red

DESCRIPTION OF CONTENTS:

BECAUSE OF THE SIMILARITY IN APPEARANCE OF MOST LUGGAGE IT IS ESSENTIAL TO HAVE AN ACCURATE LIST OF ALL ARTICLES CONTAINED INSIDE. NAMES ON DOCUMENTS OR BUSINESS PAPERS (COMPANY NAMES), TITLES OF BOOKS, ETC. ARE IMPORTANT TO SUCCESSFUL TRACING. ALSO INDICATE GENDER: MALE, FEMALE, CHILD OR INFANT (UNDER 4 YRS.) (M) MALE, (F) FEMALE, (C) CHILD, (I) INFANT.

[illegible]

TOTAL VALUE INCLUDING LUGGAGE \$ \$1,160.00 U.S.D.

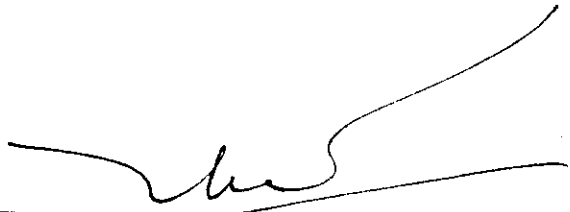
IF YOU NEED MORE SPACE TO LIST ALL CONTENTS, PLEASE ATTACH A SEPARATE PAPER (OR COPY) WITH SAME DATA AS ABOVE.

IF ORIGINAL ROUTING WAS CHANGED AFTER TRIP BEGAN, PLEASE EXPLAIN:

Due to the typhoon in Hong Kong on August 2, I had to stay in Vietnam one night
and Hong Kong two night due to flight cancellations. Finally, I was able to return
to the US on August 6 1997

PURPOSE OF TRIP Family Visit LENGTH OF STAY 1 month

I WARRANT THAT I AM THE OWNER OF THE PROPERTY LISTED ON THIS FORM AND AS SUCH AGREE TO INDEMNIFY AMERICAN AIRLINES AGAINST CLAIMS OF ANY OTHERS WITH RESPECT TO THIS PROPERTY. SHOULD AMERICAN AIRLINES DEMONSTRATE THAT ANY OF MY STATEMENTS ON THESE FORMS ARE FALSE, AMERICAN AIRLINES SHALL HAVE THE RIGHT TO RECOVER ANY AMOUNTS PAID BASED ON SUCH FALSE STATEMENT. AMERICAN AIRLINES ALSO RESERVES THE RIGHT TO DENY ANY CLAIM IT DEEMS FALSE OR WITHOUT MERIT. I FURTHER WARRANT THAT ALL STATEMENTS ON THIS FORM AND ON ALL ACCOMPANYING FORMS AND RECEIPTS ARE ACCURATE, COMPLETE AND TRUE. I HEREBY MAKE A CLAIM AGAINST AMERICAN AIRLINES IN THE AMOUNT OF \$ 1,160 FOR A LOSS OCCURRING ON August 6, 19 97.

SIGNATURE: 

DATE: August 20, 1997

PLEASE PROVIDE THE FOLLOWING:

YOUR SIGNATURE (REQUIRED TO VALIDATE CLAIM)

PASSENGER TICKET RECEIPT

BAGGAGE CLAIM CHECK

*VERIFICATION OF VALUES CLAIMED MAY BE REQUIRED.

FLIGHT DOCUMENTATION

8/2/97 *Checked in two pieces of luggage, both having identification tags and key locks that were locked.*

- *Location: Ho Chi Minh Airport (SGN), Vietnam
Flight # CX762: canceled with a layover until 8/3/97*

8/3/97

- *4:00 p.m. Departed Ho Chi Minh Airport
Flight # CX762 via Cathay Pacific Airlines*
- *6:00 p.m. Arrived in Hong Kong with a layover due to weather and flight overbooking*

8/5/97

- *1:10 p.m. Departed Hong Kong via Cathay Pacific
Flight # CX888*
- *11:00 p.m. Arrived at JFK Airport at NYC*
- ✓ *one piece of luggage missing, tag # CX234741, which I reported to American Airlines, who in turn noted this in the computer*
- *12:00 midnight Departed JFK Airport via American Airlines
Flight # 4975*

8/6/97

- *2:00 A.m. Arrived at DCA National Airport, Washington, DC*
- ✓ *Located missing luggage sitting in front of AA Luggage Claims Office door. I went to pick it up; noticed the lock was missing and more that half the contents were missing also. I then went to the Claims Officer and reported my loss and in turn, was given this Statement of Property Loss Form to complete.*

****Please note:** All receipts for missing items were bought/made new in Vietnam, therefore, the receipts were in the bag(s) inside my luggage. (See baggage description.)



AIRLINE BAGGAGE IDENTIFICATION CHART

ata

White

Black

Grey

Blue

Red

Beige

Brown

Green

Multi-colour

Pattern

WT

BK

GY

YW

BE

BN

GN

MC

PA

Non-Zipper Type Bags (01-11)



01



02



03



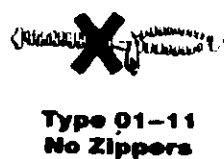
04



05



06



07

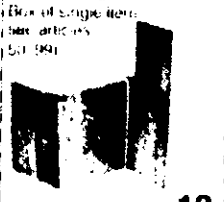
**Type 01-11
No Zippers**



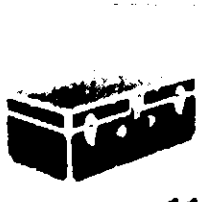
08



09



10



11

Zippered Type Bags (20-29)



20



21



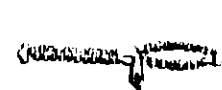
22



23



24



Type 20-29 Bags with Zippers



25



26



27

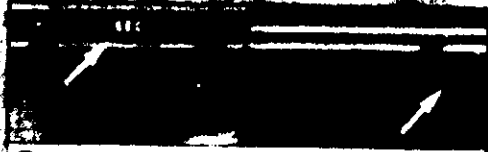


28



29

Descriptive Elements



C

Combination Locks



P

Pockets



S

Straps to Close



W

Wheels



X

DATE

TIME

ROOM #

568

To CX Layover passenger

Please call to cx at tel 2747 1888
for your flight reservation .

From CX.

Thanks.

confirmation #
89T3Q

RESERVED
INVOICE


REGAL RIVERSIDE HOTEL
HONG KONG
A REGAL INTERNATIONAL HOTEL
TAI CHEUNG KIU ROAD SIATIN HONG KONG

GUEST MESSAGE

97 AUG -4 -7 :07

REGAL RIVERSIDE HOTEL

DATE TAKEN
TIME TAKEN
CLERK

Fax

2311-9655

BOARDING PASS 登機証

NAME
KHUC/MINH THO

FROM
HONG KONG

TO
NEW YORK

FLIGHT CLASS DATE BOARDING NO.
CX888* W 05AUG0146

GATE	BOARDING TIME	SEAT	SMOKE
---	1310	57C	NO



CATHAY PACIFIC

American Airlines
BOARDING PASS

NAME OF PASSENGER
KHUC/MINH THO

MILES

FROM NEW YORK JFK
TO WASHINGTON NATL
AMERICAN AIRLINES

CARRIER FLIGHT CLASS DATE TIME
AA 4975 M 05AUG1200A

GATE	BOARDING TIME	SEAT	SMOKE
43	1030P	8B	NO

ADDITIONAL SEAT INFORMATION

POS. CK. WT. UNCK. WT. REG. NO. POS. CK. WT. UNCK. WT.

SUPOUSE ID NR.

COUPON AIRLINE FORM SERIAL NO. *****

OKX / JFK

PAGE 01

01:00G02/CX880

ROUTE/TIME DISPLAY SAT CX880/02AUG= ACFT 744 118J56W313

>PH:

APT	STA	RTA	ETA	AIA	/	STD	RTD	FID	AID
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HKG

LAX 2050

0000

2240

0000

FLIGHT INFORMATION:

- ALL PAX TO CX2880 HKG/YVR/LAX STD/2100
- *** FLI CANX DUE TYPHOON T.S. VICTOR APPROACHING HKG
- *** RE HKGWICX H021032
- *** ALL PAX PROTD BY LOCAL APT
- *** ALL PAX TO GO TO AIRPORT WHEN ADVISED FOR CK-IN ON

庄

PUULT 成人

12歲以上者

HK\$100

ONE HUNDRED AND NO MORE

RECEIPT 收據

SA 0016-1700 MS

NOT FOR USE IN MAGNETIC STRIP READERS

GALATHEA

BAAGS IDENTIFICATION

THESE BAGS ARE TO BE USED FOR THE BAGGAGE OF THE AIRLINE COMPANY

NOTICE: Any irregularities occurring with the baggage must be reported to the carrier before departure.

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Please make sure you have received the important notices entitled "Conditions of Contract", "Notice of Incorporated Terms", "Notice of Baggage", "Notice of Limitations", and "Notice of Overbooking" or the specific terms and conditions relating to non-refundable fares and services. If not, contact the nearest office of the company or agent to obtain copies.



TRAVEL SERVICES, INC.

2200 Wilson Boulevard
Suite 105
Arlington, Virginia 22201
Tel.: (703) 243-2626
Fax: (703) 243-2627

SALES PERSON: TL
CUSTOMER NBR: 33W100

ITINERARY

TBBXUK

DATE: 19 JUN 97
PAGE: 01

TO: MINH THO KHUC
7813 MARTHAS LANE
FALLS CHURCH, VA 22043

THANK YOU FOR FAVORING US
WITH YOUR TRAVEL BUSINESS.
WE MUST PAY THE AIRLINES
EACH WEEK FOR ALL TICKETS
ISSUED. WE WILL APPRECIATE
RECEIVING PAYMENT FOR YOUR
TICKETS PROMPTLY.
PLEASE REMIT FROM THIS INVOICE

FOR: KHUC/MINH THO

CX CF # HC841

05 JUL 97 - SATURDAY

AIR AMERICAN AIRLINES FLT: 4874 ECONOMY
OPERATED BY FLAGSHIP AIRLINES

LV WASHINGTON DULLES 630P
AR NEW YORK JFK 755P
KHUC/MINH THO SEAT- 5B

EQP: SAAB 340 TPROP
NON-STOP

AIR CATHAY PACIFIC FLT: 889 ECONOMY
LV NEW YORK JFK 1015P
DEPART: TERMINAL 3

EQP: BOEING 747 400

07 JUL 97 - MONDAY

AR HONG KONG 645A 1-STOP
AIR CATHAY PACIFIC

HONG KONG-HO CHI MINH OPERATED BY CATHAY PACIFIC AIRWAYS
LV HONG KONG 800A
AR HO CHI MINH EQP: AIRBUS A330
NON-STOP

02 AUG 97 - SATURDAY

AIR CATHAY PACIFIC FLT: 762
HO CHI MINH-HONG KONG OPERATED BY VIETNAM AIRLINES

LV HO CHI MINH 930A
AR HONG KONG 1000A EQP: BOEING 767
NON-STOP

AIR CATHAY PACIFIC FLT: 888
LV HONG KONG 1300P
AR NEW YORK JFK 1400P EQP: BOEING 747 400
ARRIVE: TERMINAL 3 1-STOP

AIR AMERICAN AIRLINES
OPERATED BY FLAGSHIP AIRLINES
LV NEW YORK JFK

EQP: ATR 42 TURBOPROP

03 AUG 97 - SUNDAY

WASHINGTON NATL 1225A
KHUC/MINH THO SEAT- 7B

NON-STOP

Fare = \$1194.00

CONTINUED ON PAGE 2

"Serving Both Business and Leisure Travelers"

CUSTOMER COPY

[illegible]

Pages Removed (S.S.)

1 page(s) was/were removed from the file of OFFICE CORRESPONDENCE INCOMING
AMERICAN AIR LINES
() due to containing Social Security numbers. The page(s) was/were copied with the Social Security numbers covered up. The copy/copies was/were placed back into the above mentioned file and the original(s) was/were placed into the Restricted/Reserved files.

-Anna Mallett

Date: MARCH 27th 2008